

COURSE	DATE	TIME	LOCATION	REMARKS
CENTREX MANAGEMENT SYSTEM (CMS) TRAINING FOR 5ESS	July 14, 2004	1:30pm – 4:30pm	Sacramento, Pacific Bell Executive Briefing Center	<p>To enroll, call Nancy Taylor at 1-800-499-8844.</p> <p>Attendees must currently subscribe to the SBC Centrex Management System (CMS) product.</p> <p>If you are not a current CMS user and are interested in subscribing to CMS or seeing a demo of this product, call 1-800-499-8844.</p>

DESCRIPTION:

This course prepares students to be able to use CMS to make changes to their Centrex lines using their computers and CMS software. Upon completion of this course the student will be able to use CMS to manage their Centrex lines, complete all necessary changes to lines and feature groups, and view and maintain their inventory of phones, lines and features.

The course content includes:

- Adding, changing, and deleting features on analog or ISDN lines.
- Adding and removing Call Appearances on ISDN lines.
- Adding and maintaining directory information.
- Changing Treatment Codes and calling privileges.
- Changing and deleting groups of features such as Call Pick Up groups, Group Intercom and hunting groups.
- Changing and previewing Configuration groups.
- Creating, printing or downloading reports to keep track of Centrex lines and feature inventory.